

What is claimed is:

1. An information-gathering method employed in an information-gathering system for holding dialogues with customers based on dialogue scenarios, the information-gathering method comprising:

a scenario-storing step of assigning correspondences between, and storing, dialogue scenarios, and send-destination addresses for content of dialogues performed following the dialogue scenarios;

an extraction step of extracting from the stored dialogue scenarios a dialogue scenario to be performed;

a dialogue step of holding a dialogue with a customer following the dialogue scenario and acquiring content of the dialogue;

a dialogue transmission step of transmitting the dialogue content to the send-destination address corresponding to the dialogue scenario;

a dialogue storing step of storing the transmitted dialogue content; and

an output step of outputting the dialogue content stored in said dialogue storing step.

2. An information-gathering device for holding dialogues with customers based on dialogue scenarios, the information-gathering device including:

scenario storage means for assigning correspondences

between and storing dialogue scenarios, and send-destination addresses for content of dialogues performed following the dialogue scenarios;

extraction means for extracting from the stored dialogue scenarios a dialogue scenario to be performed;

dialogue means for holding a dialogue with a customer following the dialogue scenario and for acquiring content of the dialogue; and

information transmission means for transmitting the dialogue content to the send-destination address corresponding to the dialogue scenario.

3. The information-gathering device set forth in claim 2, further including:

customer information storage means for assigning correspondences between and storing customer-identifying data for identifying a customer, and customer information;

customer-specifying means for accepting input of the customer-identifying data; and

processing means for extracting from said customer information storage means, and annexing to the dialogue content, customer information corresponding to the input customer-identifying data.

4. The information-gathering device set forth in claim 2, further including dialogue storage means for storing the dialogue content.

5. The information-gathering device set forth in claim 2, further including merchandise-specifying means for accepting input of merchandise identification data for identifying merchandise, wherein:

5       said scenario storage means correspondingly assigns to the dialogue scenarios, and further stores, merchandise identification data, and moreover stores as the send-destination addresses communications addresses for providers of the merchandise identified by the merchandise identification data;

10       said extraction means extracts dialogue scenarios corresponding to input merchandise identification data; and

      said information transmission means transmits the dialogue content to the communications addresses corresponding to the merchandise identification data.

15       6. The information-gathering device set forth in claim 2, further including a merchandise name-specifying means for accepting merchandise classification input, wherein:

20       said scenario storage means further stores merchandise classifications, and moreover stores as the send-destination addresses communications addresses for providers of merchandise identified by the merchandise classifications;

      said extraction means extracts a dialogue scenario corresponding to an input merchandise classification; and

25       said information transmission means transmits the dialogue content to the communications addresses corresponding to the

input merchandise classifications.

7. The information-gathering device set forth in claim 2, further including:

criteria storage means for storing billing criteria for  
5 billing for transmitted dialogue content;

billing means for determining based on the billing criteria  
billing totals regarding the dialogue content; and

notification means for reporting the billing totals to the  
send-destination addresses for the dialogue content.

10 8. The information-gathering device set forth in claim 2, further including:

compensation criteria storage means for assigning  
correspondences between, and storing, evaluation criteria for  
determining compensation provided to the customer according to  
15 the acquired dialogue content, and the compensation;

compensation determining means for determining  
compensation for the dialogue based on the evaluation criteria;  
and

compensation notification means for reporting compensation  
20 to the customer with whom the dialogue has been held.

9. A computer-readable storage medium on which is recorded  
an information-gathering program utilized in an information-  
gathering device for holding dialogues with customers based on  
dialogue scenarios, the computer-readable storage medium on  
25 which is recorded an information-gathering program executing:

a scenario-storing step of assigning correspondences between, and storing, dialogue scenarios, and send-destination addresses for content of dialogues performed following the dialogue scenarios;

5 an extraction step of extracting from the stored dialogue scenarios a dialogue scenario to be performed;

a dialogue step of holding a dialogue with a customer following the dialogue scenario and acquiring content of the dialogue; and

10 an information transmission step of transmitting the dialogue content to the send-destination address corresponding to the dialogue scenario.

10. An information-gathering program for enabling a computer to hold dialogues with customers based on dialogue scenarios, the information-gathering program for enabling a  
15 computer to function as:

scenario storage means for assigning correspondences between and storing dialogue scenarios, and send-destination addresses for content of dialogues performed following the  
20 dialogue scenarios;

extraction means for extracting from the stored dialogue scenarios a dialogue scenario to be performed;

dialogue means for holding a dialogue with a customer following the dialogue scenario and for acquiring content of the  
25 dialogue; and

information transmission means for transmitting the dialogue content to the send-destination address corresponding to the dialogue scenario.

11. A computer terminal including:

5 information-gathering means connected via a network to the information-gathering device set forth in claim 2, for gathering dialogue content transmitted from said information-gathering device;

10 information storage means for storing the gathered dialogue content; and

output means for outputting the stored dialogue content.

12. An information-gathering method employed in an information-gathering system for holding dialogues with customers based on dialogue scenarios, the information-gathering method comprising:

a scenario-storing step of storing dialogue scenarios;

an extraction step of extracting from the dialogue scenarios a dialogue scenario to be performed;

20 a dialogue step of holding a dialogue with a customer following the dialogue scenario and acquiring content of the dialogue;

a first dialogue-storing step of storing the acquired dialogue content;

25 a sending-preferences designation step of accepting designation of sending preferences, and send-destination

addresses, for the stored dialogue content;

a sending-preferences storage step of assigning correspondences between and storing the send-destination addresses and the sending preferences;

5 a transmission step of extracting from the stored dialogue content and transmitting to the send-destination addresses dialogue substance matching the sending preferences;

a second dialogue-storing step of storing the transmitted dialogue substance; and

10 an output step of outputting the dialogue substance stored in said second dialogue-storing step.

13. An information-gathering device for holding dialogues with customers based on dialogue scenarios concerning merchandise, connected via a network with computer terminals for providers of the merchandise, the information-gathering device  
15 comprising:

scenario storage means for storing dialogue scenarios;

extraction means for extracting from the dialogue scenarios a dialogue scenario to be performed;

20 dialogue means for holding a dialogue with a customer following the dialogue scenario and for acquiring content of the dialogue;

dialogue storage means for storing the acquired dialogue content;

25 sending-preferences acceptance means for accepting from

the computer terminals designation of sending preferences, and  
send-destination addresses, for the stored dialogue content;

sending-preferences storage means for assigning  
correspondences between and storing the send-destination

5 addresses and the sending preferences; and

dialogue transmission means for extracting from the stored  
dialogue content and transmitting to the send-destination  
addresses dialogue substance matching the sending preferences.

14. A computer terminal connected via a network with  
10 dialogue devices for holding dialogues with customers based on  
dialogue scenarios concerning merchandise, the computer  
terminal including:

sending-preferences designation means for accepting  
designation of sending preferences, and send-destination  
15 addresses, for dialogue content acquired through the dialogue  
scenarios;

sending-preferences notification means for transmitting to  
the dialogue devices the designated sending preferences and  
send-destination addresses;

20 gathering means for gathering from the dialogue devices  
dialogue content matching the sending preferences;

dialogue storage means for storing dialogue content  
gathered by said gathering means; and

output means for outputting the dialogue content stored by  
25 said dialogue storage means.